



WELLINGTON E. WEBB
Mayor

CITY AND COUNTY OF DENVER

DEPARTMENT OF SAFETY

DENVER POLICE DEPARTMENT
ADMINISTRATION BUILDING
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October 7, 1996

Secretary, Federal Communications Commission
1919 M Street N.W.
Washington, D.C. 20554

RE: CC Docket 92-105

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Dear Sirs:

I would like to affirm to the Commission my sincere support for the creation of a three digit non-emergency phone number, such as 3-1-1, to allow the community to more easily reach the Department with non-emergency calls. The establishment of this number, combined with a public education effort of national proportions, will bring valuable benefits to the existing 9-1-1 system. It will also raise public awareness of the benefits and problems of the 9-1-1 system. This should allow for better utilization of police personnel and more effective response to the needs of the citizens we all serve.

The City of Denver has been at the forefront of the Community Policing effort and, as such, would welcome the assistance this new tool could provide. I look forward to the Commission's favorable consideration in the implementation of the 3-1-1 non-emergency number.

Sincerely,

A handwritten signature in black ink, appearing to read "David L. Michaud".

David L. Michaud
Chief of Police

DLM/lm

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cc: ITS, Inc.
2100 M Street, N.W.
Suite 140
Washington, D.C. 20037

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Kootenai County 9-1-1

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Kent Hall, Director

October 7, 1996

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Secretary
Federal Communications Commission
1919 M Street NW
Washington, DC 20554

RE: CC Docket No. 92-105

Dear Sirs:

Creation of a three-digit number for non-emergency public safety incidents is not appropriate.

The statement that the nation's 9-1-1 systems are overloaded mistakenly combines the ability and workload of the system a citizen calls for assistance (9-1-1) with the public safety agency's availability of street officers, fire fighters, medics or other resources to respond to the call.

1. Creating an additional three-digit number system to handle non-emergency calls will not lessen the workload of the majority of the 9-1-1 Centers throughout the nation. The same persons who answer the 9-1-1 lines will also be responsible for answering the non-emergency X-1-1 lines in the vast majority of jurisdictions.
2. Creating an additional three-digit number system to handle non-emergency calls will dramatically increase the cost of public safety communications. It is well known that the technology for providing 9-1-1 services is very expensive. This type of technology would have to be duplicated to provide X-1-1 coverage.
3. Creating an additional three-digit number system to handle non-emergency calls will likely reduce the funds available to provide the most visible resources - the public safety agency's street officers, fire fighters, medics or other resources to respond to the call.

The likely net effect of adopting an X-1-1 approach, instead of relying on local agencies to resolve their local resource problems, would likely be fewer dollars available - and fewer public safety resources to respond.

Sincerely,



Kent Hall, 9-1-1 Director

POLICE

CHARLOTTE-MECKLENBURG POLICE DEPARTMENT



October 8, 1996

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Secretary, FCC
1919 M Street, N. W.
Washington, D.C. 20554

Re: CC Docket No. 92-105

Dear Secretary:

I am taking this opportunity to express my reservations about the proposal to reserve a three-digit number (N-1-1) nationally for non emergency calls for service to local public safety agencies. I concur with many of the points raised by John Ellison, President of the National Emergency Number Association who argues the implementation of this proposal will have a negative impact on the current 9-1-1 system. I am concerned about the confusion it may create among our citizens. The N-1-1 system added to the 9-1-1 system would require precise decision-making by our citizens. Currently telecommunicators, our trained professionals, can easily redirect non emergency calls to the appropriate place with little if any impact on the caller. There may, however, be consequences when calling the non emergency number when 9-1-1 is needed. We have gone to great lengths to educate our children about 9-1-1. The addition of another N-1-1 number would be confusing to them.

The handling of non emergency public service telephone calls is a uniquely local challenge that should be dealt within each locality. Budget constraints, public expectations, and current success with the 9-1-1 system and non emergency contact means varies in each locality. Imposing one template on the entire nation may hinder the communication efforts of community policing in many jurisdictions.

Sincerely,

D. E. Nowicki
Chief of Police

cc. ITS, Inc.
2100 M Street, N. W.
Suite 140
Washington, D.C. 20037

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